After saving the customer's payment, the RENTAL AGREEMENT page displays. Now you are ready to complete the actual move out. Click on the move out icon at the top, right-corner of the page.

WebSelfStorage   RENTAL AGREEMENT

CONTRACT BALANCE DUE: $0.00   ACCOUNT TYPE: INDIVIDUAL   CONTRACT NO: 990019-00000326

‼Customer Information

‼Alternate Contact

‼Authorized Access Person(s)

‼Room Information

‼Services

‼Credit Card Payment Plan - Optional

‼Payment Ledger

(Access Key: C)   (Access Key: S)

The AVAILABLE ROOMS page redisplays with the room information at the bottom of the page.

Click on the flaming match icon to the left of the room number.

Customer   Contact   Access Users   Room   Gate Access   Payment Plan   Invoicing   Payment

Available Rooms

Input The Desired Room # _____
(Access Key: A)

- or -

Select A Product Type   Select A Room Size

(Access Key: D)   (Access Key: V)

- or -

Selected Room And Services Information

ROOM	SIZE	PRODUCT	DESCRIPTION	SQ.FT.	BILL	RENT
163	5X20X8	SC-10	1 SINGLE NOCLIMATE	100	9/1/2001	$29.95
			RECURRING SERVICES			AMOUNT

= Add Move Out Service To Room   = Move Out Of Room / Delete A Service

(Access Key: B)

This takes you back to the page where you added move out charges. Since you have already added these charges, click on _____ without checking any box.

Select Any Move Out Service Fees That Apply To Room 163

ROOM	SIZE	PRODUCT	DESCRIPTION	SQ.FT.	BILL	RENT
163	5X20X8	SC-10	1 SINGLE NOCLIMATE	100	9/1/2001	$29.95

	DESCRIPTION	AMOUNT
☐	CLEANING	$25.00
☐	LOCK REMOVAL	$50.00
☐	20% SYSTEM MEMBER	(20.00)%

(Access Key: B)   (Access Key: X)

This AVAILABLE ROOMS page redisplays. This page redisplays for those

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Click **next** to continue.

If you need to see the amount of money to refund, click on the ↓ next to PAYMENT LEDGER. This displays the history of payments. The first item on this list provides you with the balance of money you should return to the customer.

WebSelfStorage   **RENTAL AGREEMENT**

CONTRACT BALANCE DUE: $0.00   ACCOUNT TYPE: INDIVIDUAL   CONTRACT NO: 990019-00000326

‼ Customer Information

‼ Alternate Contact

‼ Authorized Access Person(s)

‼ Room Information

‼ Services

‼ Credit Card Payment Plan - Optional

‼ Payment Ledger

Pay Date	Receipt Number	Type	Number	Auth Code	Amount
4/5/2001 2:48:37 PM	990019-00000326-001	CASH	CASH BACK		($129.40)
4/5/2001 2:19:14 PM		CASH			$25.00
4/5/2001 2:11:19 PM	990019-00000326-001	CASH			$400.00

(Access Key: C)   (Access Key: S)

Click on **Save** or press ALT + S to save the contract.

FOR CASH PAYING CUSTOMERS -- When a customer is charged additional fees on a move out, and at the same time is due a refund, you do not have to collect the money from the customer for the charges and then turn around and refund the money.

When you get to the FEES DUE page, record the payment, but do not collect money from the customer. Make a note of the amount the customer owes on a

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piece of paper.

When you get to the RENTAL AGREEMENT page above, write down the amount you need to refund the customer. Subtract the charge amount from the refund amount and give the customer back the difference.

The only time you will have to collect money from the customer on additional charges is when the customer is using their credit card, or when you are refunding the customer by marketing company check. When this occurs, you will need to collect the additional charge from the customer. Explain to the customer that the marketing company check is for the full refunded amount.

At a future date, this programming glitch will be corrected, but for know it is the only way around balancing of money on a move out with a customer refund.

A receipt is not generated for a move out.

Transfer Between Rooms

Transferring between rooms

There are times when a customer requests a new room because the old room no longer fits his or her needs.

Occasionally, a room may be damaged and the customer requests a new room to assure the safety of his or her goods.

On these occasions, a transfer contract can be done to move the customer out of his or her old room and into another room of a same or different size.

A customer cannot transfer between rooms if he or she is behind in their rental payment.

Existing Customer

Take A Payment

Move Out

View Contract

Transfer

Search for the customer using the CONTRACT/RESERVATION SEARCH ENGINE page. Click here to review the customer search feature.

Click on the blue arrow icon □ next to the room the customer is moving out of.

Customer	Contact	Access Users	Room	Gate Access	Payment Plan	Invoicing	Payment

Select A Room And Any Service(s) To Transfer Out

	ROOM	SIZE	PRODUCT	DESCRIPTION	BALANCE	RATE
□	118	5X5X8	SC-10	1 STREET NOCLIMATE	$0.00	$99.95

$ = Takes Payment   □ = Selects Room

(Access Key: M)

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Click on the blue arrow icon ▣ next to the room the customer is moving into.

↑

Select A Room From The List Below To Transfer In

Transfer Out Room

ROOM	SIZE	PRODUCT	DESCRIPTION	RATE
118	5X5X8	SC-10	1 STREET NOCLIMATE	$99.95

Transfer In Rooms Available

	ROOM	SIZE	PRODUCT	DESCRIPTION	RATE
▣	11	7X27X7	WAREHOUSE	1 STREET CLIMATE	$19.99
▣	5522	25X25X25	SC-10	5 COVERED CLIMATE	$40.00
▣	ROD2	5X5X8	SC-10	2 STREET NOCLIMATE	$19.99

▣ = Selects Room

[　SAVE　]

(Access Key: B)

A recap page shows the ADJUSTED ROOM CREDIT on the room the customer is moving out of, as well as the ADJUSTED ROOM CHARGE on the room the customer is moving into. The balances are pro-rated.

↑

Balance of Transfer Out And Transfer In Rooms

Transfer Out Room

ROOM	SIZE	PRODUCT	DESCRIPTION	RATE	QTY	TAX	ADJUSTED CREDIT
118	5X5X8	SC-10	1 STREET NOCLIMATE	$99.95	0.68	$5.44	($73.41)

Adjusted Room Credit: ($73.41)

Transfer In Room

ROOM	SIZE	PRODUCT	DESCRIPTION	RATE	QTY	TAX	ADJUSTED CHARGE
346	5X20X8	SC-10	1 STREET NOCLIMATE	$29.95	0.68	$1.63	$22.00

Adjusted Room Charge: $22.00

Credit Due: ($51.41)

◉ Apply Credit To New Room
○ Give Cash Back to Customer

[　CONTINUE　]

[　SAVE CHANGES　]　[　EXIT　]

When there is CREDIT DUE, click on either APPLY CREDIT TO NEW ROOM or GIVE CASH BACK TO CUSTOMER.

APPLY CREDIT TO NEW ROOM -- adds the credit to the new room advancing the paid through date if the credit is more than the monthly charge on the new room.

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GIVE CASH BACK TO CUSTOMER – refunds the customer the credit due.

The FEES DUE page shows the amount of money owed, or an OVERPAY CREDIT. Collect payment when necessary. Once done, click **Main** to go to the RENTAL AGREEMENT page.

Customer	Contact	Access Users	Room	Gate Access	Payment Plan	Invoicing	**Payment**

Fees Due

DUE	ROOM	DESCRIPTION	FEE	QTY	TAX	TOTAL
		OVERPAY CREDIT				-$19.06
		Account Is Current, No Fees Due				

Balance Due: ($19.06)

◎ = Waives Fee

Add Entry **Back-Fee**
(Access Key: A) (Access Key: F)

Payments Collected

TYPE TRAN	NUMBER	EXP. DATE	AMOUNT
	/		$73.41

Total Paid: $73.41

Ledger **Main**
(Access Key: L) (Access Key: M)

Click on **Save** to continue. Review saving contract procedure by clicking **here**.

WebSelfStorage   RENTAL AGREEMENT

CONTRACT BALANCE DUE: ($19.06)   ACCOUNT TYPE: INDIVIDUAL   CONTRACT NO: 990019-00000227

‼ Customer Information
‼ Alternate Contact
‼ Authorized Access Person(s)
‼ Room Information
‼ Services
‼ Credit Card Payment Plan - Optional
‼ Payment Ledger
‼ Notes

Cancel Contract **Save**
(Access Key: C)   (Access Key: S)

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Double-click on a person's name in the USERS LIST to move them to the RECEIVING LIST.

Double-click a person in the RECEIVING LIST to move them back to the USERS LIST. All person in the RECEIVING LIST will receive your message.

1. Type MCO/Entity. Click GET LIST.

MCO: Choose ...

Entity: 990020

Get List

Users List

EVERYONE
DAVID GEORGE
MARY HAROLD
JAMES SLATTER

double-click adds user to receiving list

2. Users To Receive Message

Receiving List

DAVID GEORGE

double-click removes user from receiving list

3. Type Your Message Below. Click SEND when done.

David,
Mrs. Jones will be coming to your center today to move in to the 5 x 5 we reserved remotely for her.

BACK   SEND
(Access Key: B)   (Access Key: S)

STOP Note: There is no keyboard equivalent when moving a person between the USERS LIST and RECEIVING LIST.

Type your message in the space provided. Click **Send** to forward the message to all persons listed under RECEIVING LIST.

To check for messages, log out of the application. When you log back in, the message sent to you displays.

If you have multiply messages, the latest one sent displays the first time you log out and in.

WebSellStorage - Personal Message - Microsoft Interne...

From: BARBARA DELAHOYDE   5/18/2001 3:38:38 PM

David,
Mrs. Jones will be coming to your center today to move in to the 5 x 5 we reserved remotely for her.

OK
(Access Key: O)

Done   Local Intranet

To check for multiple messages, continue to log out and in until no message displays.

U-Haul Dealer

U-Haul Dealer

The dealer network provides you with information about your dealership and other dealerships across the nation.

Type your USER NAME and PASSWORD to access this application.

If you have problems access this application, click [image] in the upper, right corner of this page. This takes you to a page with phone numbers and e-mail addresses of the areas responsible for this web page.

U-Haul Dealer Network Features

- New: The Dealer Store
- New: Get your commission statements online
- Chat with other dealers on the Dealer Messageboards
- Download advertising artwork

All available when you sign in as a U-Haul dealer!

Interested in becoming a U-Haul Dealer? Click here.

U-Haul customers, click here.
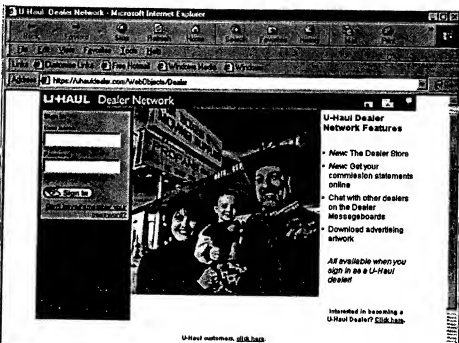
U-Haul GM

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WebCard

WebCard is the truck and trailer rental application used by independent dealers.

Type in your dealer number and password.

If you experience difficulties with this application call the WebCARD Support phone number shown on this log in page.

U+HAUL Web C.A.R.D.

Credit Authorization Receiving Department
WebCARD Support: 1-877-626-44☐

Dealer Number: [   ] 8 digit dealer number e.g. '001234'

Password: [   ] Minimum 8 characters

Room Truck Equivalency Chart

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Room/Truck Equivalency Chart

The ROOM/TRUCK EQUIVALANCY CHART provides you with a cross-reference showing what truck, trailer or storage room to recommend to a customer according to the size of their current residence.

Room/Truck Equivalency Chart				
Bedrooms/Rooms	**Truck**	**Trailer**	**Cubic Feet**	**Storage**
Misc.	-	4X6 / 4X8	103-142	5x5
1-2 Rooms/Studio	-	5X8 / 5X10	208-230	5x8
1 Bedroom/3-4 Rooms	10' / 14'	6X12	368-669	5x10
2 Bedroom/4-5 Rooms	17'	-	849	10x10
3 Bedroom/5-6 Rooms	24'	-	1350	10x15
4 Bedroom/7-8 Rooms	26'	-	1538	10x20

(Access Key: B)

Reports

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Creating Reports

WebSelfStorage provides you with a variety of reports to help you maintain and management your storage facility. These reports are available to you any time and reflect the current status of your facility.

Viewing Report List

To go to the REPORT LIST page:

1. Click on the REPORT LIST located in the right side of the page under the title LOOKUPS.

Lookups
Report List

The STORAGE REPORT LIST page contains a list of hypertext links to the various reports.

To select a report using the mouse:

1. Move the cursor over the report you want to view.
2. Click the left mouse button.

To select a report using the keyboard:

1. Press TAB until the cursor is over the report you want to view.
2. Press ENTER to select.

Auto Payment Customers
Cash Drawer Summary
Collection Worksheet
Downloaded Reservations
Expiring Credit Cards
Facility Utilization Summary
Failed Auto Payments
Invoicing Customers
Move Out
Nightly Batch Letters
Nightly Batch Status
No Show Reservations
Rent Roll
Rooms Available
SAFESTOR Coverage
Security Access Codes
Security Access In/Out
Unit Mix
Unit Price List
Walk Around

The remaining instructions on this page provide you with information on viewing and printing these individual reports:

Auto Payment Customers

Cash Drawer Summary

Collection Worksheet

Downloaded Reservations

Expiring Credit Cards

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Reviewing auto payment customers

The AUTO PAYMENT CUSTOMERS report provides you with a list of customers who authorize the use of their credit cards to make a payment on their monthly rental.

Auto Payment Customers					
Entity: 723025					Date: 3/13/2001
CUSTOMER NAME	RM #	PHONE NO	ALT PHONE NO	CARD NUMBER	EXP DATE
YARCHO, K.C	1503	(607)906-9688	(480)312-5810	432112312123	10/03
				Grand Total:	1

(Access Key: B)

The AUTO PAYMENT CUSTOMERS page gives you the detail for each customer who authorized the use of their credit card to make payments. Review this report when you need to get the credit card or phone number for a particular customer. The report provides the customer's name, rented room number, customer and alternate contact's phone numbers, the customer's credit card number, and the expiration month and year on this credit card.

Printing a report

Once you have a report on the screen, you can send it to the printer by following these instructions:

To print a report:

1. Make sure the report page is visible and the window is active.

2. Click on the [icon] on the menu bar at the top-right corner of the page. This will send the report page to the printer.

To return to the REPORT LIST page:

1. Click on [button] or press ALT + B.

Reviewing cash drawer summary

A CASH DRAWER SUMMARY report can be viewed for any time period. Type the beginning (FROM) and ending (TO) date in the fields provided. Click [button] or press ALT + X to continue.

Reporting Date Range

From: [ ] / [ ] / [ ]   To: [ ] / [ ] / [ ]

Type Date Range Needed To Display Cash Drawer Report.

[button]

[button] [button]
(Access Key: B) (Access Key: X)

The CASH DRAWER SUMMARY report recaps all transactions completed for the dates you entered on the previous page. This report provides you with the names of the system members who completed the contracts, the entity number, the contract number and the type of payment collected. Analyze this report when you are having trouble balancing your storage cash drawer in BEST.

Cash Drawer Summary				
Entity: 883049			Date: 3/11/2001-3/11/2001	
SYSTEM MEMBER	ENTITY	CONTRACT NUMBER	PAYMENT TYPE	TOTAL
DUPES , GEORGE	883049			
		883049-00000076	CASH	$30.55
		883049-00000132	CASH	$45.85
			Payments Subtotal	*$76.40*
			Write-Offs Subtotal	*$0.00*
DUPES , PAM	883049			
		883049-00000025	PERSONAL CHECK	$45.55
		883049-00000300	VISA	$81.55
			Payments Subtotal	*$127.10*
			Write-Offs Subtotal	*$0.00*
			Payments Grand Total	**$203.50**
			Write-Offs Grand Total	**$0.00**
			Combined Grand Total	**$203.50**

Click here to view instructions on report printing

Reviewing collection worksheet

Before viewing the COLLECTION WORKSHEET, you can input a range of days late you want to see.

Collection Worksheet

From Days Late: [   ]   **To Days Late:** [   ]

Type From/To Days Late And Click NEXT To View A Specific Collection Worksheet Report
Leave Fields Blank And Click NEXT To View A Complete Collection Worksheet Report

BACK   NEXT
(Access Key: B) (Access Key: X)

For example:

If you want to see customers who are two to fifteen days late:

1. Click in FROM DAYS LATE field.

2. Type **2** in the FROM DAYS LATE field.

3. Click in TO DAYS LATE field.

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4. Type 15 in the TO DAYS LATE field.

5. Click on ▓▓ neXt ▓▓ or press ALT + X to view the report.

If you want to see the complete COLLECTION WORKSHEET report:

1. Leave the fields blank and simply click ▓▓ neXt ▓▓ or press ALT + X.

The COLLECTION WORKSHEET provides you with a list of customers who are a specific number of days late in payment.

The complete report shows all customers who are delinquent more than two (2) days.

Collection Worksheet					
Entity: #22889					Date: 3/13/2001
CUST NAME/PHONE #'S	ROOM	PD-THRU	FEES DUE	RENT DUE	TOTAL DUE	DAYS LATE

CUST NAME/PHONE #'S	ROOM	PD-THRU	FEES DUE	RENT DUE	TOTAL DUE	DAYS LATE
Martin, James Home (602)933-8327 Work	A101	3/1/2001	$21.80	$39.95	$61.75 Notes	12
Last Payment Date: Last Paid Amount: Delinquency Stage:			0 2-15			
Jones, Marie Home (602)263-8383 Work	A113	2/21/2001	$30.80	$39.95	$70.75 Notes	20
Last Payment Date: Last Paid Amount: Delinquency Stage:			0 16-30			
Frank, Sam Home (602) 233-9183 Work	A117	3/6/2001	$33.15	$74.95	$108.10 Notes	7
Last Payment Date: Last Paid Amount: Delinquency Stage:			0 2-15			

The COLLECTION WORKSHEET provides you with:

- The CUSTOMER'S NAME, HOME, and WORK PHONE NUMBERS
- The ROOM NUMBER
- The PAID THROUGH DATE
- FEES and RENT DUE is a summary of all charges applied to this customer's account. Fees include late fees. Rent includes the room rent and all services associated with this rental.
- TOTAL DUE is a summary of the fees and rent due amounts.
- NUMBER OF DAYS LATE reflects days past due from the last paid through date through today.
- LAST PAYMENT DATE is the date on which you recorded the customer's last payment.
- LAST PAYMENT AMOUNT is the total amount of this last payment.
- Current DELINQUENCY STAGE shows the same categories that are reflected on the FACILITY UTILIZATION SUMMARY report.

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Click here to view instructions on report printing

Reviewing downloaded reservations

DOWNLOADED RESERVATION report provides you with a list of reservations that have been made by the Sales & Reservations department at U-Haul International.

The first page requires a range of dates. You can see outstanding reservations for any time period as long as they have not been used on a MOVE IN contract or have had a NO SHOW RESERVATION created.

Reporting Date Range

From: ▮ / ▮ / ▮   To: ▮ / ▮ / ▮

Type Date Range Needed To Display Downloaded Reservations Report

(Access Key: E) (Access Key: X)

To input the date range:

1. Type a date in the FROM and TO date field, or leave the current date displaying.

2. Click ▮▮▮▮▮ or press ALT + X when you are ready to view the report.

The resulting report provides a reservation number. This RES NO is the CONTRACT NUMBER. Use this number when you recall the contract from the VIEW CONTRACTS selection on the main page.

	Downloaded Reservations			
Entity: 990019				**Date: 3/13/2001-3/13/2001**
RES NO	**CUSTOMER NAME**	**PHONE NO**	**ROOM INFO**	**PAID**
990019-00000496	MCCULLOCH , MICHAEL	(602)263-6617	1X1X1 CRATE COVERED NOCLIMATE BONUS	$0.02
990019-00000477	MCCULLOCH , MICHAEL	(602)263-6617	5X5X8 SC-10 SINGLE NOCLIMATE BONUS	$59.95

(Access Key: B)

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To recall a downloaded reservation

The DOWNLOADED RESERVATIONS report also provides the CUSTOMER NAME and PHONE NUMBER, any notes from the Sales & Reservations department, and the amount of money they customer paid on this reservation.

Click here to view instructions on report printing

Reviewing expiring credit cards

The EXPIRED CREDIT CARDS report provides you with a list of auto payment customers whose credit has expired.

Expired Credit Cards					
Batley: 990019					Date: 3/13/2001
CUSTOMER NAME	RM #	PHONE NO	ALT PHONE NO	CARD NUMBER	EXP DATE
CHAVARRIA , BARBARA	569	(602)605-2049	602	4321123123123	10/00
				Grand Total:	1

This report provides you with the customer's name and phone number; the rented room, the alternate contact's phone number, the credit card number and the expiration month and year.

Expiring Credit Cards					
CUSTOMER NAME	RM #	PHONE NO	ALT PHONE NO	CARD NUMBER	EXP DATE
		No Credit Cards Expiring This Month			

(Access Key: B)

The second part of this report provides you with credit cards that will expire at the end of the current month. This gives you a head start on gathering the customer's new credit card information before the card expires. Thus preventing late fees for this customer.

Click here to view instructions on report printing

Reviewing facility utilization summary

The FACILITY UTILIZATION SUMMARY report is a snapshot of your storage location at this particular moment in time.

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Facility Utilization Summary

Entity: 828869   Date: 3/14/2001

Total Vacant Rooms	19
Total Occupied Rooms	179

Customers: 179
System Use: 0

Total Rooms At Facility	198
Total Facility Rentable Square Feet	19200
Total Occupied Square Feet	17700
Percentage Of Rooms Occupied	90.40%
Percentage Of Square Feet Occupied	92.19%
Percentage Of Delinquency	26.77%

Delinquency Schedule

	2-15 Days	16-30 Days	31-60 Days	61 To Sale	Total
Rooms	26	9	10	8	53
Amount Due	$1,851.20	$1,053.82	$2,198.47	$2,663.90	$7,767.39

Number Of Rooms On Automatic Payment	35
Percentage Of Rooms On Automatic Payment	17.68%
Number Of Rooms Covered By Safestor	24
Percentage Of Rooms Covered By Safestor	12.12%
Potential Rent Per Square Foot	$0.65
Potential Monthly Rent	$12,395.10
Monthly Income At Current Occupancy Rate (R = Rented Rooms Only)	$7,878.70
Monthly Income Lost From Unrented/Delinquent Rooms	$4,516.40
Percentage Of Income Lost	36.44%

(Access Key: B)

This report has a wealth of information about your facility, and all on one page!

- **TOTAL VACANT ROOMS** provides a total of all rooms not currently rented. This includes all vacant rooms and all damaged rooms. If rooms are tied to a combined room, the individual rooms are counted as vacant; the combined room is not counted.
- **TOTAL OCCUPIED ROOMS** provides a total of all rooms currently rented. This count includes only individual rooms. If two or more individual rooms are assigned to a combined room, the individual rooms

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are included in the count, but not the combined room.

- CUSTOMERS provides a total of all occupied rooms regardless of the customer type or rental status.

- SYSTEM USE provides a break out of all occupied rooms that are set up with a system use customer type.

- TOTAL ROOMS AT FACILITY includes all individual rooms regardless of their room status (vacant, damaged, occupied, delinquent, and lien). This excludes the combined room, but includes the individual rooms that make up the combined room.

- TOTAL FACILITY RENTABLE SQUARE FEET is the total of the square feet of each individual room. This excludes combined rooms. It includes the individual rooms that make up a combined room.

- TOTAL OCCUPIED SQUARE FEET is the totals square feet of all rooms that are currently occupied regardless of their rental status (occupied, delinquent, or lien). Again, this excludes any occupied combined rooms, but includes the individual rooms that make up the occupied combined room.

- PERCENTAGE OF ROOMS OCCUPIED is the result of dividing TOTAL OCCUPIED ROOMS (TOR) by TOTAL ROOMS AT FACILITY (TRAF).
  – TOR / TRAF –

- PERCENTAGE OF SQUARE FEET OCCUPIED is the result of dividing TOTAL OCCUPIED SQUARE FEET (TOSF) by TOTAL FACILITY RENTABLE SQUARE FEET (TFRSF).
  – TOSF / TFRSF –

- PERCENTAGE OF DELINQUENCY is the result of dividing the TOTAL DELINQUENT ROOMS (TDR) by the TOTAL ROOMS AT FACILITY (TRAF).
  – TDR / TRAF –

- DELINQUENCY SCHEDULE is a breakdown of the number of ROOMS that are occupied and past due. In the example above, there are four different categories. 2- 15 days late, 16-30 days late, 30-60 days late, and over 61 days late. The AMOUNT DUE is the grand total of all fees and services not paid. A grand TOTAL of all the individual categories displays to the right of these categories.

- NUMBER OF ROOMS ON AUTOMATIC PAYMENT is total rooms currently being paid for on a monthly basis by a customer's authorized credit card.

- PERCENTAGE OF ROOMS ON AUTOMATIC PAYMENT is the result of dividing NUMBER OF ROOMS ON AUTOMATIC PAYMENT (NOROAP) by TOTAL ROOMS AT FACILITY (TRAF)
  – NOROAP / TRAF –

- NUMBER OF ROOMS COVERED BY SAFESTOR is the total number of occupied rooms in which the customer has purchased SAFESTOR protection.

- PERCENTAGE OF ROOMS COVERED BY SAFESTOR is the result of dividing NUMBER OF ROOMS COVERED BY SAFESTOR

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(NORCBS) by TOTAL ROOMS AT FACILITY (TRAF).
– NORCBS / TRAF –

- POTENTIAL RENT PER SQUARE FOOT is the result of dividing POTENTIAL MONTHLY RENT (PMR) by TOTAL FACILITY RENTABLE SQUARE FEET (TRFSF).
  – PMR / TRFSF –

- POTENTIAL MONTHLY RENT is the grand total of all rooms' current rental rates.

- MONTHLY INCOME AT CURRENT OCCUPANCY RATE is the total amount of money collected from your customers for the month.

- MONTHLY INCOME LOST FROM UNRENTED/DELINQUENT ROOMS is the total rental amount of all vacant and damaged rooms plus all occupied rooms that have not been paid. Taking the POTENTIAL MONTHLY RENT (PMR) and subtracting the MONTHLY INCOME AT CURRENT OCCUPANY RATE (MIACOR), you arrive at this amount.
  – PMR – MIACOR –

- PERCENTAGE OF INCOME LOST is the result of dividing MONTHLY INCOME LOST FROM UNRENTED/DELINQUENT ROOMS (MILFUDR) by POTENTIAL MONTHLY RENT (PRM).
  – MILFUDR / PRM –

Click here to view instructions on report printing

Reviewing failed auto payments

Each night, after the CLOSING PROCESS has compiled the needed information and passed it to the BEST application for cash drawer balancing, the NIGHTLY BATCH PROCESS begins. A portion of this process is checking each room to see if the customer is an automatic payment customer. A second check is done to see if the customer has reached the bill date. If the customer is set up for auto payment and has reached his or her bill date, then the application goes through the electronic dial-up process. The dial-up process either receives approval from the credit card center to charge the rental amount on this customer's credit card account, or rejects the charge and sends back a message stating why the credit card payment was rejected. If the credit card center does not authorize this credit card charge, a failed payment tag is attached to the credit card information.

On a daily basis, it is advisable for you to review your FAILED AUTO PAYMENTS report. This way you can call the customer and attempt to receive new credit card information, or call the credit card authorization center and determine why the card was rejected.

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The FAILED AUTO PAYMENT report requires the range of dates you want to see. The TO date cannot be later than today's date. The FROM date can go back to any time period.

Reporting Date Range

From: ▓▓ / ▓▓ / ▓▓▓▓   To: ▓▓ / ▓▓ / ▓▓▓▓

Type Date Range Needed To Display Failed Auto Payment Attempts Report

(Access Key: B)   (Access Key: X)

Note: *Historical data from Domico was not carried to WebSelfStorage; therefore, the FROM date cannot go back any further than the date you started using WebSelfStorage*

The FAILED AUTO PAYMENT ATTEMPTS report provides you with a list of customers whose credit card were rejected in the NIGHTLY BATCH PROCESS.

Failed Auto Payment Attempts

Entity: 990819   Date: 2/1/2001-3/13/2001

CUSTOMER NAME	RM #	PHONE NO	ALT PHONE NO	CARD NUMBER	EXP DATE
MCCULLOCH, MICHAEL	116	(602)263-6617	(541)839-4839	4321321321321	01/05

Use this report as a tool to maintain accurate, up-to-date information about your auto payment customers.

Click here to view instructions on report printing

Reviewing invoicing customers

An invoicing customer is a customer who wants to be sent a reminder letter several days before their next bill date. Invoicing can be monthly, quarterly, semiannually, or annually.

Setting up invoicing is done within the rental contract. There is a different service fee associated with each invoicing option.

An example: If the customer wants to pay for their storage rental on a quarterly basis, you would select QUARTERLY on the INVOICING page within the rental contract. A charge of $4.00 is applied to this customer's account each time an invoice letter is generated. The customer agrees to pay three months in advance, with the understanding that the next letter won't be generated until the next quarter. The total quarterly rental and services amount owed plus the $4.00 invoicing charge is itemized on the invoicing letter.

To review customers who are using the invoicing option, select INVOICING CUSTOMERS report.

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The INVOICING CUSTOMERS report shows the customer's account number, next bill date, type of invoicing, name, address and phone number and the total amount currently owed.

Invoicing Customers							
Entity: 723025							Date: 3/14/2001
CONTRACT # NAME	NEXT BILL DATE ADDRESS	TYPE	CITY	STATE	ZIP	PHONE	BALANCE
723025-00000002	4/5/2001	Quarterly					
JASPER , MARCUS	2512 W NORTHERN AVE		PHOENIX	AZ	85021	(602)744-5442	$0.00

Total: $0.00

(Access Key: B)

Click here to view instructions on report printing

Reviewing move outs

Each rental contract has a place where you can enter the EXPECTED MOVE OUT DATE. If the customer can approximate this date, make sure to record it. If you do, it can be used as a tool to help you analyze room availability in the future. The MOVE OUTS report provides a list of customers who have included this information on their rental contract.

The EXPECTED MOVE OUT REPORT provides you with the customer name, address phone number, along with the room number and the date he or she is expected to move out of the room.

Expected Move Out Report						
Entity: 723025						Date: 3/14/2001
CUSTOMER NAME	ADDRESS		CITY, STATE	PHONE #	RM	BAL
		12/12/2003				
TARCHON , KATHY	1525 W CHERRY DR		PHOENIX , AZ	(602)911-9775	1503	$0.00

(Access Key: B)

Click here to view instructions on report printing

Reviewing nightly batch letters

The nightly batch process runs each night after you complete your CLOSE PROCESS. Part of the nightly batch process is to create letters for such things as late notices, overpayments, partial payments, invoicing, etc. You can view and reprint any letter that is listed on the NIGHTLY BATCH LETTERS list page.

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The REPORTING DATE RANGE page requires you enter a FROM and TO date. The TO date cannot be later than today. The FROM date can go back as far as is needed.

Reporting Date Range

From: ▓ / ▓ / ▓   To: ▓ / ▓ / ▓

Type Date Range Needed To Display Nightly Batch Letters Report

▓▓▓▓▓▓▓▓

▓▓▓▓▓   ▓▓▓▓▓
(Access Key: B) (Access Key: X)

Note: Historical data from Domico was not carried to WebSelfStorage; therefore, the FROM date cannot go back any further than the date you started using WebSelfStorage

The NIGHTLY BATCH LETTERS list page provides you with information on letters produced in previous nightly batch processes.

Nightly Batch Letters

Entity: 990019   Date: 1/13/2001-3/13/2001

ROOM	CUSTOMER	LETTER	DATE & TIME
14	BALLYS , TOTAL FITNESS	1 DELINQ	3/13/2001 1:33:17 PM
14	BALLYS , TOTAL FITNESS	1 DELINQ	3/13/2001 1:33:23 PM
5411	MCDOWELL , ROD	1 DELINQ	3/13/2001 1:33:29 PM
5411	MCDOWELL , ROD	1 DELINQ	3/13/2001 1:33:32 PM
X0010V	PONCE , MARIA	1 DELINQ	3/13/2001 1:33:35 PM
Y0001U	DOUGLAS , SENIOUR	OVER PAYMENT	3/9/2001 7:41:43 AM

▓▓▓▓
(Access Key: B)

Notice on this page the LETTER column. Each letter name is a hypertext link to the actual letter.

To view a letter:

1. Click on the underlined letter you want to view, or press TAB until the cursor is over the underline letter, then press ENTER to view.

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CMD DALLAS
920 MEYERS ROAD
GRAND PRAIRIE, TX 75050
Phone # (000)000-0000

Date: 3/5/2001

RATE CHANGE

CHRIS BIERMAN
605 N. 95TH CIRCLE
TOLLESON, AZ 85353

Dear CHRIS BIERMAN,

We are committed to providing you and your belongings with a better and better product. We believe that this creates more value for you, our customer. Effective 3/15/2001, your monthly base rent for storage room #1521 is being changed to $30.00.

If you have any questions about your new storage rent rate, please ask your U-Haul Center Manager

Thank you for storing at U-Haul.

Sincerely,

Manager
CMD DALLAS

Click here to view instructions on report printing

To return to the previous page after viewing or printing a letter:

1. Click [ ] on the menu bar at the top of the page.

Reviewing nightly batch status

The NIGHTLY BATCH STATUS report provides you with a recap of the number of transaction created.

The REPORTING DATE RANGE page requires you enter a FROM and TO date. The TO date cannot be later than today. The FROM date can go back as far as is needed.

Reporting Date Range

From: [ ] / [ ] / [ ]   **To:** [ ] / [ ] / [ ]

Type Date Range Needed To Display Nightly Batch Status Report

(Access Key: B)   (Access Key: X)

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Note: Historical data from Domico was not carried to WebSelfStorage, therefore, the FROM date cannot go back any further than the date you started using WebSelfStorage

The NIGHTLY BATCH STATUS report shows the types of letters and transactions created in the nightly batch process for the selected period of time.

To see the individual letters, select **NIGHTLY BATCH LETTERS** from the STORAGE REPORT LIST page.

Nightly Batch Status	
Entity: 828869	Date: 3/18/2001-3/15/2001
TRANSACTIONS	**TOTAL PROCESSED**
Auctions	0
Auto Payments	5
Delinquencies	3
Expired Quotes Purged	0
Invoicing	0
Letters	0
No Show Reservations Removed	0
Over Payments	0
Partial Payments	4
Processed Money Collected	0
Rate Changes	0
Room Number Changes	0
Tax Rate Changes	0
Unit Mix Capture	1

Back
(Access Key: B)

Within the time frame you selected on the REPORTING DATE RANGE page:

AUCTIONS – provides a count of rooms that are in auction status and have notification letters created.

AUTO PAYMENTS – provides a count of customers whose credit cards were charged as part of the auto payment process.

DELINQUENCIES – provides a count of customers who became delinquent.

EXPIRED QUOTES PURGED – provides a count of QUOTED RESERVATIONS that were removed from the computer.

INVOICING – provides a count of invoice letters.

LETTERS – provides a count of the letters created.

NO SHOW RESERVATIONS REMOVED – provides a count of CONFIRMED RESERVATIONS removed from the computer.

OVER PAYMENTS – provides a count of customers who overpaid.

PARTIAL PAYMENTS – provides a count of customers who underpaid.

PROCESSED MONEY COLLECTED – provides a total of the amount of money collected from customers.

RATE CHANGES – provides a count of units that had rate changes.

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ROOM NUMBER CHANGES – provides a count of the units that had room number changes made.

TAX RATE CHANGES – provides a count of customers who had tax rate change letters created.

UNIT MIX CAPTURE – provides a count of the times the UNIT MIX capture was done. The NIGHTLY BATCH PROCESS creates SECTION II and SECTION III of the UNIT MIX REPORT. These sections do not change during the day as you view the UNIT MIX REPORT. Only SECTION I is dynamically created whenever you select the UNIT MIX REPORT. This means that SECTION I is calculated from data currently available on the database and reflects everything you have done at your facility thus far. SECTION II and III are snapshots of what was done the previous day, through and including what occurred during the NIGHTLY BATCH PROCESS.

Click here to view instructions on report printing

Reviewing no show reservations

A CONFIRMED RESERVATION made either by your center or by the Sales & Reservations department at U-Haul International remains on your computer a set number of days after the expected move in date. This number of days is determined and set by the Storage Production Group. If the customer has not moved in, or asked for a refund on this reservation by the time set, the application removes the reservation from your center.

- If the customer returns after the reservation is gone, you must instruct them to call the Customer Services department at U-Haul International for a refund.

- If the customer returns after the reservation is gone and wants to move in, they will have to pay for the move in. Instruct them to call the Customer Services department at U-Haul International for a refund on the original reservation.

Customer Services toll free phone number is **1-800-789-3638**. They can also send a note via the internet using the following address:

http://www.uhaul.com/customer/form_customer_service.html.

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On the DATE ENTRY page, enter a date the no show reservation was made. Click [____] or press ALT + X to continue to the report.

Date Entry

Date: [__] / [__] / [__]

Type A Date And Click NEXT To Display No Show Reservations Report

[____]

[____]   [____]
(Access Key: B)   (Access Key: X)

If there are no NO SHOW RESERVATIONS, the page provides a message to this effect as is shown in the example to the right.

No Show Reservations

Entity: 998819   Date: 3/15/2001

RESERVATION #   NAME   PHONE #   AMOUNT

There Are No Records For Specified Date

[____]
(Access Key: B)

The Storage Production Group has set the NO SHOW number of days after EXPECTED MOVE IN DATE to a substantial number of days to avoid problems with reservations aging off too soon. If you experience a problem with confirmed reservations no showing before a customer moves in or asks for a refund, contact the Storage Production Group to see if they can increase the duration. You can reach them by calling this number and asking for your individual representative (602) 263-6811.

Click here to view instructions on report printing

Reviewing rent roll

The RENT ROLL report is a recap of all occupied rooms at your facility. It displays in customer name order.

The CUSTOMER RENT ROLL report provides you with a list of occupied rooms.

Entity: 990019   Date: 3/16/2001

CUSTOMER NAME ADDRESS	MOVE IN	ROOM	RENT	PAID-THRU	DAYS OCC.	BALANCE
				CITY, STATE, ZIP		
BALLYS , TOTAL FITNESS 2320 W PEORIA -A101	3/8/2000	14	$5.95	2/7/2001 PHOENIX, AZ 85029	373	$311.49
BIERMAN , CHRIS 605 N. 95TH CIRCLE	3/7/2001	0001	$5.95	4/29/2001 TOLLESON, AZ 85353	9	$0.00

Included in the CUSTOMER RENT ROLL REPORT is:

- The customer's name and address.
- The customer's move in date
- The room or rooms the customer occupies.
- The rental rate on the room.
- The date the customer is paid through.
- The number of days the customer has occupied the room.
- The balance owed by the customer.

Click here to view instructions on report printing

Reviewing rooms available

The ROOMS AVAILABLE report provides you with a list of vacant rooms by sizecode. This report can be used as a quick reference when talking with a customer who is looking for a particular size room to rent. You can tell at a glance the number of rooms of each size you have available. The report not only includes vacant rooms, but also shows you a count of all CONFIRMED RESERVATIONS made to this point in time.

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The ROOMS AVAILABLE report provides a quick view of the status of vacant rooms that are ready to rent.

Rooms Available

Entity: 828869   Date: 3/16/2001

SIZE	DESCRIPTION	SQ/CU FT	ROOMS	RATE
5X10X8	MINI OUTSIDE NOCLIMATE	50/400	E119 , E125 , E139 , F109 , F118 , F126 , F127 , F134 , F135 , F139 , F140 , F141	$39.95

TOTAL ROOMS: 12   **TOTAL RESERVATIONS: 0**

10X10X8	MINI OUTSIDE NOCLIMATE	100/800	B108	$74.95

TOTAL ROOMS: 1   **TOTAL RESERVATIONS: 0**

10X15X8	MINI OUTSIDE NOCLIMATE	150/1200	B122 , C122 , C127	$84.95

TOTAL ROOMS: 3   **TOTAL RESERVATIONS: 0**

10X25X8	MINI OUTSIDE NOCLIMATE	250/2000	D114	$119.95

TOTAL ROOMS: 1   **TOTAL RESERVATIONS: 0**

✎ = View Combined Room Information

[BACK]
(Access Key: B)

The AVAILABLE ROOM reports provides the following:

- The complete sizecode including a full description.
- Each sizecode's dimensions in square feet and cubic feet.
- The rooms that are this sizecode.
- The rental rate for this sizecode.
- A count of total rooms available for each sizecode.
- A count of total CONFIRMED reservations for each sizecode.

Note: If a combined room is available to rent, it will show the ✎ paperclip icon to the right of it. If you want to see what individual rooms make up this combined room, click on the ✎.

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This is an example of the COMBINED ROOM page you will see if you click on the paperclip icon while on the ROOMS AVAILABLE report.

Selected Room Information

Date: 3/16/2001 2:34:29 PM

ROOM#	SIZE	PRODUCT	FL	ELEV	CLIMATE	RATE
1511-13	10X10X8	SC-10	1	UPPER	CLIMATE	104.95

Combined Rooms Information

ROOM#	SIZE	PRODUCT	FL	ELEV	CLIMATE	RATE
1511	5X10X8	SC-10	1	UPPER	CLIMATE	64.95
1513	5X10X8	SC-10	1	UPPER	CLIMATE	64.95

(Access Key: B)

The top half, or SELECT ROOM INFORMATION, shows the combined room. This gives you the room number, sizecode, and rental rate for the combined room. The customer will be charged this rate if they rent a combined room.

The bottom half, or COMBINED ROOMS INFORMATION, shows the individual rooms that make up the combined room. This portion of the report shows the individual room numbers, sizecodes and individual rates.

Click here to view instructions on report printing

Reviewing Safestor© coverage

The SAFESTOR COVERAGE report provides you with a list of customers who have purchases and are paying monthly for protection against loss or damage of their goods.

An example of the SAFESTOR CUSTOMERS report. Use this report as a way to quickly check if a customer is utilizing Safestor.

Safestor Customers

Entity: 723025

Date: 3/16/2001

CUSTOMER NAME	RM#	PHONE NO	ALT PHONE NO	DESCRIPTION

There Are No Records For Selected Entity

(Access Key: B)

The SAFESTOR COVERAGE report provides you with the following details:

- The customer's name.
- The room number this customer is renting.

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- The customer's phone number.
- The alternate contact's phone number.
- A description of the Safestor protection the customer is currently purchasing. Description examples include: Safestor $15,000, Safestor $10,000, or Safestor $4,000.

Click here to view instructions on report printing

Reviewing security access codes

The SECURITY ACCESS CODES report provides you with a list of customers and the security codes they presently are using to enter the storage facility through your security gate system.

A good security access system is worth its weight in gold if maintained correctly. To do this, each customer must have their own individual four to ten-digit numeric code. This assures that only they can access the storage facility, and that after they have moved out, no one else can access the facility using the same number.

The SECURITY ACCESS report provides a list of customers with security gate access clearance.

Security Access			
Entity: 999019			**Date: 3/16/2001**
ROOM	**CUSTOMER**	**ACCESS CODE**	**STATUS**
0444	MCCULLOCH , MICHAEL	654	OCCUPIED
0922	BIERMAN , CHRIS	12345	OCCUPIED
1	MCCULLOCH , MICHAEL	654654	OCCUPIED
101	DOUGLAS , SENIOUR	11111	OCCUPIED
11	BIERMAN , CHRIS	12345	DELINQUENT

Included in the SECURITY ACCESS report is:

- The customer's occupied room number.
- The customer's name
- The access code
- The status of the customer.
  Statuses include: Occupied, delinquent, and lien.

Click here to view instructions on report printing

Reviewing security access in/out

The SECURITY ACCESS IN/OUT report is an audit list showing the customer paid through date and the date the customer is paid into the future.

Security Access In/Out			
Entity: 828859			Date: 3/16/2001
ROOM	CUSTOMER	IN DATE/TIME	OUT DATE/TIME
A100	GRATRIX, RIKKI	4/4/2001	4/4/2001
A101	RUGGLES, RALPH	3/1/2001	4/1/2001
A102	PRINCE, KRIS	4/10/2001	4/10/2001
A103	SHOES, JARMAN	3/26/2001	3/26/2001
A104	ROBERTS, MONA	3/14/2001	4/14/2001
A106	HUDSON, AL KATHI	4/4/2001	4/4/2001

The SECURITY ACCESS IN/OUT report provides you with the following information:

- The room number.
- The customer's name.
- The date the customer is paid through.
- The date the customer is paid through if it is in a future month. For example: Mona Roberts in the example about is paid through April 14, 2001, which means she is paid a month ahead of her paid through date.

Click here to view instructions on report printing

Reviewing unit mix

The UNIT MIX report provides a recap of your facility on one page.

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Date Entry

Date: 3 / 15 / 2001

Type A Date And Click NEXT To Display Unit Mix Sections II and III Report

RESET REPORT

◄ Back   next ►
(Access Key: B)   (Access Key: X)

This is an example of SECTION I of the UNIT MIX report.

Occupancy/Vacancy Unit Mix

Facility: 828869   Date: 3/16/2001 3:26:01 PM

SECTION I

SIZE	DESCRIPTION	SQ FT	RENT RATE	RENT PER SQFT	# TOTAL UNITS	TOTAL SQFT	OCC UNITS	VACANT UNITS	DMGED UNITS	OCC SQFT	% SQFT UNITS OCC	% SQFT UNITS OCC	GROSS POTL	PROJ ACTUAL RENT
550X50B	1 MINT O N	50	$50.95	$0.80	102	5100	89	13	0	4450	87.25	87.25	$4,074.90	$3,555.55
100X50B	1 MINT O N	100	$74.95	$0.75	36	3600	33	3	0	3300	91.67	91.67	$2,698.20	$2,473.35
100X50B	1 MINT O N	120'	$94.95	$0.37	45	6750	41	4	0	6150	91.11	91.11	$4,222.75	$3,842.95
100X50B	1 MINT O N	250	$119.95	$0.48	15	3750	14	1	0	3500	93.33	93.33	$1,799.25	$1,679.30
SUMMARY:					198	19200	177	21	0	17400			$12,795.10	$11,391.15

SECTION I of the UNIT MIX report includes:

- Each of the sizecodes including a complete description of each.
- The square feet for each sizecode.
- The current rental rate for each sizecode.
- The rental rate per square foot for each sizecode. Dividing the square feet into the rental rate derives this amount.
    - Example: $39.95 / 50 = $0.80 –
- Total rental units of this size
- Total square footage for this size. Multiple the total units by square feet.
    - Example: 102 * 50 = 5,100 –
- Total number of occupied rooms.
- Total number of vacant rooms.
- Total number of damaged rooms.
- Total occupied square footage. Multiply the total number of occupied rooms by the square feet.
    - Example: 89 * 50 = 4,450 –
- Percentage of square footage occupied. Dividing the total square footage into the occupied square footage derives this amount.
    - Example: 4,500 / 5,100 = 87.25% –
- Percentage of units occupied. Dividing the total units into the total occupied units at the facility derives this amount.
    - Example: 89 / 102 = 87.25% –

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- Gross potential. Multiply the total number of units at the facility by the current rental rate.
  - Example: 102 * $39.95 = $4,074.90 –
- Projected actual rent. Multiply the total number of occupied units by the current rental rate.
  - Example: 89 * $39.95 = $3,555.55 –
- The summary at the bottom of SECTION I provides totals for each non-percentage column.

SECTION I is the only dynamic part of this report. Dynamic means that it is calculated each time you view this report. The application takes all rental information as of this point in time and provides you with an up-to-the-minute view of your facility.

SECTION II and SECTION III are created in the evening when the NIGHTLY BATCH PROCESS runs. These sections recap your facility as of the end of the previous day's business. Any transactions that you have completed today will not be reflected in SECTION II or SECTION III. When you begin and complete the CLOSING PROCESS, the application knows to start and complete the NIGHTLY BATCH PROCESS. The NIGHTLY BATCH PROCESS uses the recapped information from the CLOSING PROCESS to build the SECTION II and SECTION III UNIT MIX report. When you come in tomorrow, the new sections will be available to view and print.

SECTION II

Date: 3/15/2001

SECTIONS II is created in the NIGHTLY BATCH PROCESS.

SIZE	DESCRIPTION	# UNITS	BEG OCC	MOVE INS	MOVE OUTS	END OCC	NET CHG	SYS USE	RSVD UNITS	VAC UNITS	DAMG UNITS	% OCC	% VAC
1X1X	CRATE C N BONUS	1	0	0	0	0	0	0	0	1	0	0.00	100.00
1X1X999	CRATE C N BONUS	3	3	0	0	3	0	0	0	0	0	100.00	0.00
2X2X	CRATE S H	12	9	0	0	9	0	0	0	3	0	75.00	25.00
2X2X	CRATE S H	4	3	0	0	3	0	0	0	1	0	75.00	25.00
3X3X	CRATE S H	1	0	0	0	0	0	0	0	1	0	0.00	100.00
4X3X	LOCKERS S H	3	2	0	0	2	0	0	0	1	0	66.67	33.33
5X5X	SC-10 S N	56	1	0	0	1	0	0	0	54	1	1.79	96.43
5X5X	SC-10 S N BONUS	35	4	0	0	4	0	0	0	31	0	11.43	88.57
5X10X	SC-10 F N	22	0	0	0	0	0	0	0	22	0	0.00	100.00
6X6X	CRATE S N	5	0	0	0	0	0	0	0	5	0	0.00	100.00
7X7X7	WAREHOUSE S C BONUS	3	0	0	0	0	0	0	0	3	0	0.00	100.00
9X9X9	CRATE S N	5	0	0	0	0	0	0	0	5	0	0.00	100.00

SECTION II of the UNIT MIX report includes:

- The sizecode including the complete description.
- How many units make up this sizecode.
- The number of rooms that were occupied at the beginning this day for this sizecode.
- The number of move in contracts that were completed during this day

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for this sizecode.

- The number of move out contract that were complete during this day for this sizecode.

- The number of rooms occupied at the end of this day for this sizecode.

- The net change between MOVE INS and MOVE OUTS. A positive number indicates more MOVE INS then MOVE OUTS. A negative number indicates more MOVE OUTS than MOVE INS.

- The number of active system use contracts.

- The number of confirmed reservations for this sizecode.

- The number of vacant rooms for this sizecode.

- The number of damaged rooms for this sizecode.

- The percentage of occupied rooms. The number of occupied rooms at the end of the day divided by the total number of rooms at the facility.
  – Example: 3 / 4 = 75% occupied –

- The percentage of vacant rooms. The number of vacant rooms divided by the total number of rooms at the facility.
  – Example: 54 / 56 = 96.43% vacant –

- The summary at the bottom of SECTION II provides totals for each non-percentage column.

SECTIONS III is created in the NIGHTLY BATCH PROCESS.

		0-3 MTH	4-6 MTH	7-9 MTH	10-12 MTH	1-2 YRS	2-3 YRS	3-4 YRS	4-5 YRS	5+ YRS
SECTION III										
BUSINESS										
	CUSTOMER #	0	0	0	0	0	0	0	0	0
	TIME OCCUPIED %	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
	MONTH FREE	0	0	0	0	0	0	0	0	0
	MONTH FREE %	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
CORPORATE										
	CUSTOMER #	0	0	0	0	0	0	0	0	0
	TIME OCCUPIED %	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
	MONTH FREE	0	0	0	0	0	0	0	0	0
	MONTH FREE %	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
INDIVIDUAL										
	CUSTOMER #	0	0	4	1	1	10	0	0	0
	TIME OCCUPIED %	33.33	16.67	4.17	4.17	41.67	0.00	0.00	0.00	0.00
	MONTH FREE	0	0	0	0	0	0	0	0	0
	MONTH FREE %	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
SYS USE										
	CUSTOMER #	0	0	0	0	0	0	0	0	0
	TIME OCCUPIED %	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
	MONTH FREE	0	0	0	0	0	0	0	0	0
	MONTH FREE %	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
TOTALS										
	CUSTOMER #	0	0	4	1	1	10	0	0	0

SECTION III of the UNIT MIX report includes:

- A breakout of your customer base by CUSTOMER TYPE.
- CUSTOMER # -- Within each CUSTOMER TYPE is a break out of the occupied rooms by customer length of occupancy status. Reviewing the above example you find that INDIVIDUAL customers had a total of 24